

MEMORANDUM

9/16/2011

TO: Patrick Lacefield, Director, Office of Public Information
Art Holmes, Director, Department of Transportation
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: MC311 Update

The following items were identified for follow-up during the 9/16/2011 CountyStat meeting:

MC311 should work with CountyStat to develop a dashboard, accessible by all departments, which provides real-time service-level agreement aging reports and serves as a macro-level performance management tool for the CAO

Responsible parties: CountyStat, PIO
Deadline: 12/1/2011

Reexamine current methodology for MC311 customer satisfaction survey and develop methods to reach a broader sample population

Responsible parties: CountyStat, PIO
Deadline: 1/2/2012

Hold future CountyStat session on DOT MC311 call volume with a focus on how the integration of new transit technologies will impact call volume

Responsible parties: CountyStat, DOT
Deadline: 1/2/2012

Determine major drivers to volume of directory assistance calls and compare findings as well as overall proportion of directory assistance calls to other 311 systems

Responsible parties: PIO
Deadline: 1/2/2012

Analyze and report on the number of unique versus repeat MC311 users and compare results to other 311 systems

Responsible parties: PIO
Deadline: 1/2/2012

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer